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9 FEB 1977 --

MEMORANDUM FOR THE RECORD

SUBJECT : Evaluation of Motor Pool Services

REFERENCE: Logistics Services Division - Management
Objective No. OL-LSD-03-77

1. This memorandum constitutes a consolidated report of the comments and suggestions gathered during the recent opinion survey which was conducted in an effort to determine how efficiently the Motor Pool Branch (MPB); LSD/OL is accomplishing its primary functions as perceived by the customers.

2. The MPB/LSD/OL is responsible for maintaining all Agency-owned vehicles, with the exception of those that come under the cognizance of the Supply Division, OL and for providing local passenger transportation. In order to provide response to varying types of transportation needs, passenger service is divided into four distinct categories, i.e., scheduled shuttle service, special group transportation, U-Drive-It cars, and chauffeur-driven cars. The attached questionnaire was designed to solicit input for each of the above categories with the exception of the chauffeur service.

3. The questionnaire was sent to nine offices in the four directorates and the Intelligence Community (IC) Staff. These nine offices represent a broad spectrum of Agency activities, the employees of which occupy several Agency buildings besides the Headquarters Building and who require transportation to several non-Agency locations throughout the Washington metropolitan area. On the basis of the diversified sources of input, we feel that the results of this survey ~~are~~ an accurate reflection of the entire Agency.

4. The first questions dealt with the scheduled shuttle service and was divided into two parts in order to encourage complete answers. While most of the respondents seem to be pleased with the existing shuttle schedule, some suggestions for extensions and expansions of service were received. Most significant among those was a proposal for shuttle service to

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SUBJECT: Evaluation of Motor Pool Services

5. Prior to entertaining any proposals for the expansion of the shuttle service, it should be noted that all of the resources currently committed to the shuttle system are fully utilized; consequently, in order to provide the resources necessary to accommodate any desired expansion, it would be necessary to reprogram existing resources away from current duties or acquire additional resources. We have estimated that, in order to provide continuous service to the [] a minimum of two vehicles and two drivers would be required on a full-time basis. The reprogramming of this amount of resources away from current responsibilities would reduce service on existing routes far below acceptable levels and cannot, therefore, be considered as a realistic alternative in this case. We have computed the cost of acquiring additional resources as stated above and, after amortizing the cost of the physical assets involved throughout their life expectancy, have calculated a daily operating cost of \$107.72. At this cost, it would be necessary for us to transport an average of 32 round trip passengers each day in order to achieve a cost/benefit ratio equal to that currently being realized by the existing service. While we have no firm statistics at hand to tell us the actual level of demand for the proposed service, all available evidence indicates that the legitimate current demand is about one half of the minimum necessary to justify its establishment. On the basis of the foregoing, it is felt that this service should not be established at this time.

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6. Other suggestions submitted in response to question one addressed themselves to Route 3 which operates between Headquarters and the [] Building. Specifically, it has been suggested that a larger capacity vehicle be utilized on this run and that the frequency be increased to 30 minutes as opposed to the current one-hour service. While our investigation into this matter failed to disclose any evidence to substantiate the need for an increase in frequency, the need for a larger vehicle remains uncertain. We have ascertained that the peak demand on this route does not necessarily coincide with the rush-hour periods but is more likely to occur at some other time during the day. A review of the drivers' log sheets showed a sporadic change in the timing of high demand from day to day and, also disclosed several instances in which there were no riders or only one rider. Inasmuch as this route is characterized by long periods of relatively low demand, we certainly cannot justify the commitment of a larger vehicle on a full-time basis. However, this does not rule out the possibility of utilizing a larger vehicle during peak demand periods if the timing of these periods can be isolated. On the basis of the uncertainty which surrounds this matter, it is recommended that no action be taken at this time but that we continue to watch for future developments.

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7. A few other suggestions were received regarding the shuttle service for which action is already planned or for which service already exists.

SUBJECT: Evaluation of Motor Pool Services

8. The second question dealt with the "U-Drive-It" vehicles which are sedans provided by the Motor Pool to requestors whose transportation needs cannot be filled by the shuttle service. Some of the respondents indicated that they had no experience with the use of these vehicles which leads us to believe that their transportation requirements are satisfied by the shuttle service. Among the remaining respondents, the consensus seems to be that the "U-Drive-It" concept is quite well received and useful in those instances where flexibility is required. One respondent pointed out, however, that there have been a few complaints about the lack of parking space at some of the more crowded metropolitan areas.

9. The third question dealt with the Group Transportation Service which is an arrangement tailored to accommodate specific requirements of an infrequent or nonrecurring nature. All of the respondents who represent activities which generate requirements for this type of service agree that the Motor Pool has responded most satisfactorily to their requests.

10. The fourth question dealt with the maintenance of vehicles which are assigned to individual components and addressed itself to quality and convenience of scheduling. In all respects, the respondents who have vehicles assigned to their components indicated that the maintenance performed on their vehicles was adequate in terms of quality and was accomplished at a time convenient for them.

11. In conclusion, the results of this survey serve as evidence to the fact that the Motor Pool is very effectively responding to the Agency's transportation requirements. Moreover, to the extent which we are able to determine, the distribution of resources seems to correspond favorably with the level of demand for each of the types of services provided. Therefore, there appears to be no necessity for any major policy changes at this time.



Chief

Logistics Services Division, OL

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1 - OL/P&PS (w/att)
1 - OL Reader (w/att)

OL/LSD/ [] (8 Feb 77)

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2 NOV 1976

MEMORANDUM FOR: Administrative Officer, IC Staff

FROM :
Chief, Logistics Services Division, OL

SUBJECT : Evaluation of Motor Pool Service

1. The Logistics Services Division (LSD), OL is a service-oriented organization which provides a variety of services to the Agency components located in the Washington metropolitan area. In keeping with our commitment to provide the ultimate in every category of our responsibility, we are embarking on a policy of having the customers evaluate us. In addition to answering the obvious questions, suggestions for improvement are requested. It is hoped that information gained in this way will lead to service improvements.

2. The attached questionnaire deals with the Motor Pool services. You are requested to answer each of the questions as completely and objectively as possible. Please point out any areas in which you believe special attention is needed. Should your comments require additional space, please provide them on a separate sheet of paper. The completed questionnaires should be returned to LSD/OL, 3E30 Headquarters by 30 November 1976.

3. Your time and effort will be genuinely appreciated.



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Distribution:

- Orig. - Adse (w/att)
- 1 - OL/LSD Official (w/att) ✓
- 1 - OL Reader (w/o att)

OL/LSD/ (1 Nov 76)

OL 6 10,201

2 NOV 1976

MEMORANDUM FOR: Chief, Administrative Staff, OSR

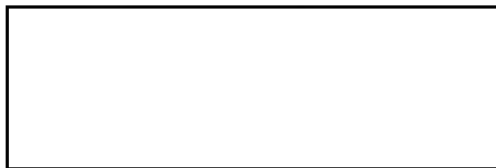
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OL/LSD/ (1 Nov 76)

OL 6 10,203

8 NOV 1976

MEMORANDUM FOR: Chief, Administrative Officer, [REDACTED]

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FROM : [REDACTED]
Chief, Logistics Services Division, OL

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OL/LSD/[REDACTED] (1 Nov 76)

OL 6 10,202

MOTOR POOL QUESTIONNAIRE

1. Shuttle Service

a. Does the bus schedule meet your requirements? If not, what changes do you recommend?

b. Are there any other locations which you feel warrant shuttle service?

2. "U" Drive It

a. Do you find that the "U"-drive-it" vehicles meet your individual transportation requirements?

b. How do you rate the condition of the "U" drive it vehicles?

3. Group Transportation

a. Do you feel that your group transportation requirements have been filled adequately?

b. Has the service been satisfactory?

c. Do you have any suggestions for improving the existing service?

d. Is there any other service not currently available which you would find useful?

4. Maintenance

a. Do you feel that the maintenance on your vehicles has been adequate?

b. Has the maintenance on your vehicles been timely?

Please provide any additional comments or recommendations you feel would help us improve any phase of our service.

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MEMORANDUM FOR: Chief, Administrative Staff, ODP

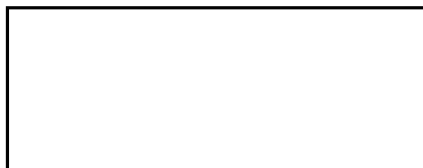
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OL/LSD/ (1 Nov 76)

OL 6 10,204

2 10 1976

MEMORANDUM FOR: Chief, Services Staff, DDO

FROM :
Chief, Logistics Services Division, OL

SUBJECT : Evaluation of Motor Pool Service

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OL/LSD/ (1 Nov 76)

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MEMORANDUM FOR: Chief, Support Staff, LA Division
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Chief, Logistics Services Division, OL
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OL/LSD/ (1 Nov 76)

OL 6 10,208

2 NOV 1976

MEMORANDUM FOR: Chief, Administrative Staff,

FROM :
Chief, Logistics Services Division, OL

SUBJECT : Evaluation of Motor Pool Service

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MEMORANDUM FOR: Chief, Support Staff, AF Division

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OL 6 10,206

2 NOV 1976

MEMORANDUM FOR: Chief, Support Staff, OEL

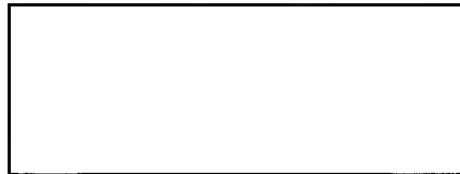
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